

Public Safety Committee
Presentation

MISSION, VISION AND VALUES

To elevate quality of life
through excellent City
services.

The Grand Rapids Fire
Department values
people by saving lives,
protecting property, and
responding to the needs
of our community.

Grand Rapids will be nationally
recognized as an equitable,
welcoming, innovative and
collaborative city with a robust
economy, safe and healthy
community, and the
opportunity for a high quality
of life for all.

Providing world class fire
services for our community by
employing a diverse workforce
which respects, values, and
develops our members.

Accountability
Collaboration
Customer Service
Equity
Innovation
Sustainability

Honesty
Integrity
Loyalty
Teamwork
Excellence

2020 EXECUTIVE SUMMARY (page 3)

2020 SUMMARY

FY 2021 FISCAL

CITY BUDGET	\$530,736,624
CITY GENERAL FUND	\$ 142,892,121
GRFD ADOPTED BUDGET.....	\$31,942,351

2020 BREAK – EVEN DATE

MARCH 8TH

THE DAY THAT THE CUMULATIVE VALUE OF PROPERTY AND CONTENTS SAVED BY
THE GRFD SURPASSED THE DEPARTMENT'S ANNUAL BUDGET EXPENDITURE.

PERSONNEL

2020 PERSONNEL (100%)	204 (YEAR END)
OPERATIONS PERSONNEL (86.27%)	176
ADMIN. PERSONNEL (7.35%)	15
PREVENTION PERSONNEL (4.90%)	10
TRAINING PERSONNEL (1.47%)	3

EMERGENCY OPERATIONS

APPARATUS RESPONSES	31,580
EMERGENCY INCIDENTS (ALL TYPES)	23,120
EMERGENCY MEDICAL SERVICE INCIDENTS	15,539

2020 CHIEF'S LETTER (page 4)

- ❖ Leadership in COVID-19 response and planning
- ❖ Response to civil unrest events in May and June
- ❖ Year-round recruitment and annual hiring schedule
- ❖ Improvements to fleet and facilities planning
- ❖ Continued alignment with accreditation model
- ❖ City-wide coordination during severe weather events
- ❖ Development of an Emergency Operations Plan

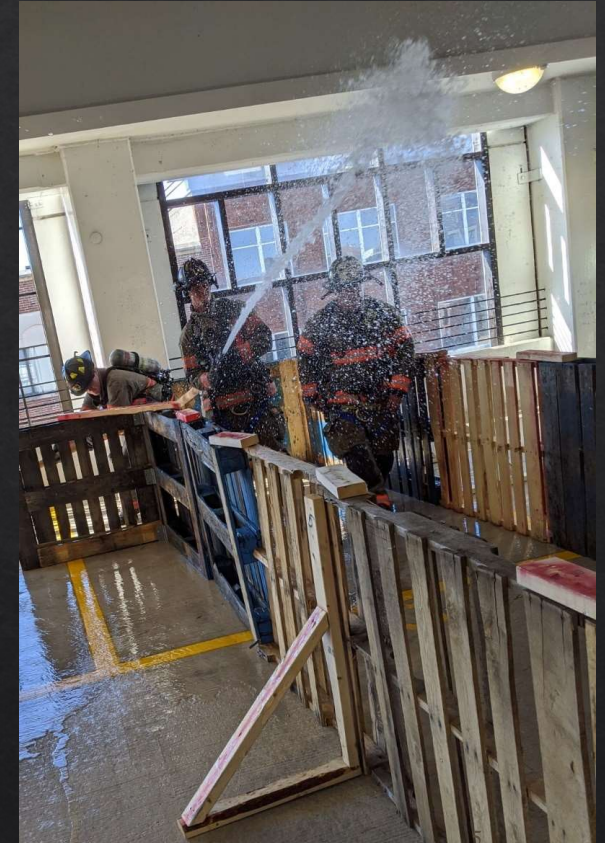


FIRE CHIEF - JOHN LEHMAN

RESPONSE (pages 42-54)



- ❖ Implementation of the 800 MHz radio system
- ❖ COVID-19 response protocols
- ❖ Homelessness Outreach Team (H.O.T.) pilot program
- ❖ High-rise and large-scale incident training



TRAINING (pages 39-40)



- ❖ 2020 Recruit Academy
- ❖ COVID-19 multi-company training impacts
- ❖ Instructor I and Equipment Operator classes
- ❖ Needs assessment for new training facility

FIRE PREVENTION - INSPECTIONS (pages 31-34)



- ❖ Social Zones and Social Districts rule development
- ❖ Ongoing risk assessments for commercial occupancies
- ❖ **2,000** fire suppression and fire alarms system inspection reports reviewed
- ❖ Identification of Carbon Dioxide systems as potential hazards for first responders
- ❖ Continued inspections of mobile food preparation vehicles and education for operators

FIRE PREVENTION - PUBLIC EDUCATION PROGRAM (pages 35-36)

- ❖ Significant impacts to RSP Home Safety Assessments due to COVID-19
- ❖ 2,267 smoke alarms and 1,081 CO alarms were installed in 357 homes in the first quarter of 2020; compared to 7,633 smoke alarms and 3,855 CO alarms in 1,377 homes during all of 2019
- ❖ Started a Self-Home Safety Assessment program to assist homeowners with fire safety and smoke alarm install
- ❖ Worked with GRPS to provide online fire safety training for families



65,104 smoke and 9,576 CO alarms have been installed in 10,810 homes since the program began in 2013

WELLNESS (pages 25 & 47)

- ❖ 180 personnel attended grant funded O2X Training
- ❖ Apparatus exhaust systems installed in all stations
- ❖ GRFD staff certified as Personal Trainers
- ❖ Coordination with Jess Welch to provide a wide variety of education from the City's Wellness office



SUPPORT SERVICES (pages 9-17)

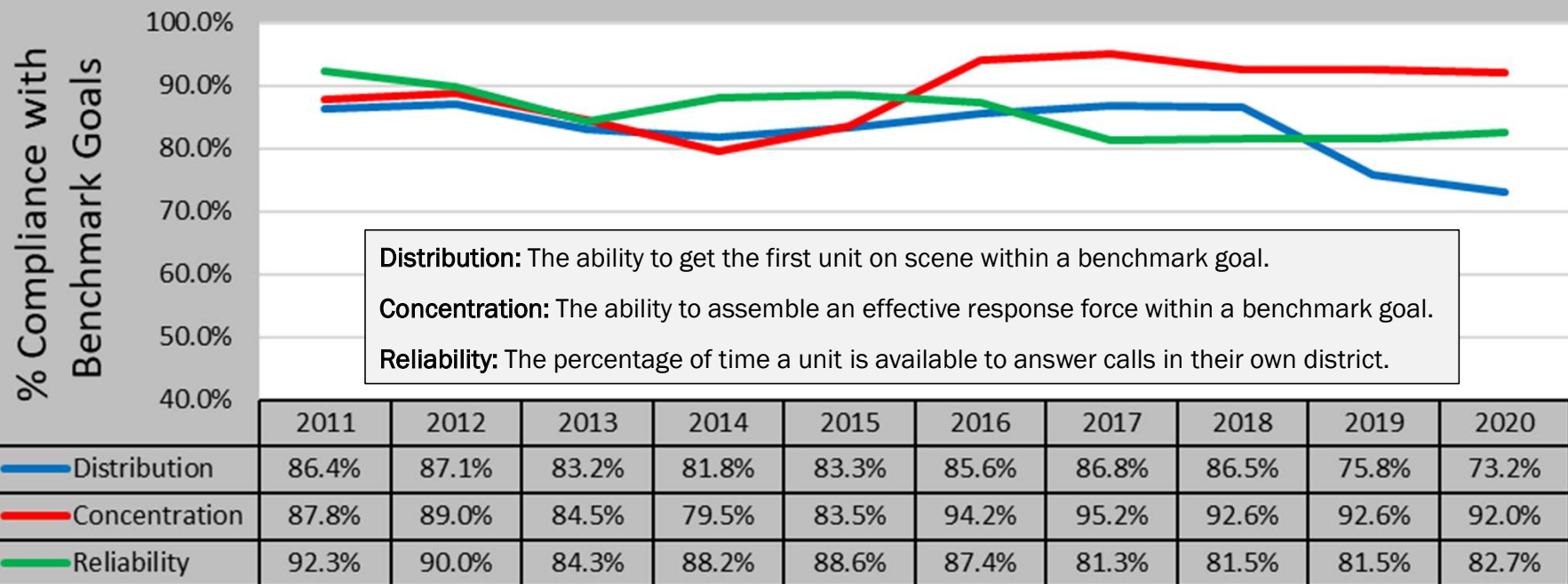


- ❖ Recruitment and Community Outreach
- ❖ Health and Wellness
 - Physicals
 - Peer support
 - Safety committee
- ❖ Focus on COVID-19 research and planning
 - Employee testing
 - Screening protocols
 - Staffing due to exposures
 - Vaccination



PERFORMANCE METRICS (page 62)

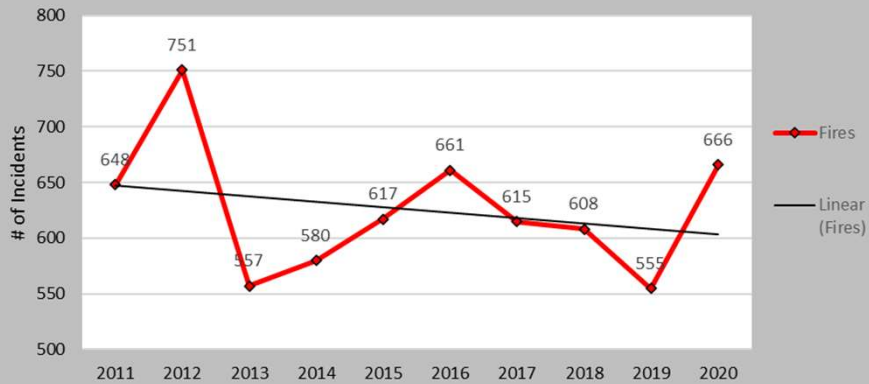
Critical Performance Measures 2011 - 2020



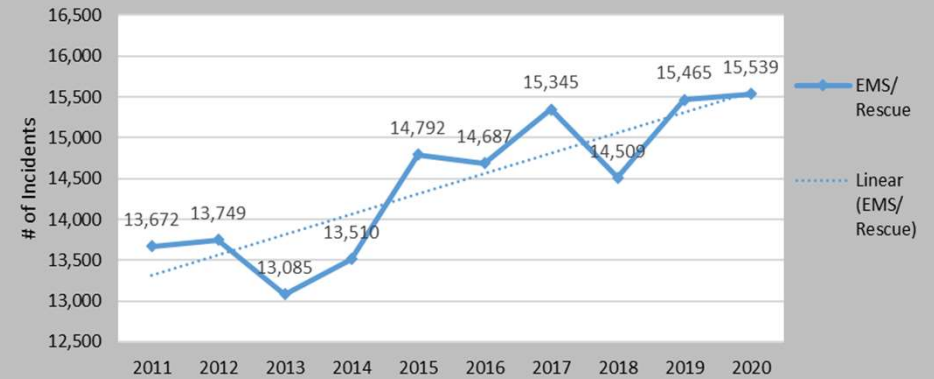
*Beginning in 2019, distribution shows a decrease due to new data analysis methods (time is now measured from when call taker creates an incident in the CAD system)

INCIDENT DATA (pages 63 & 66)

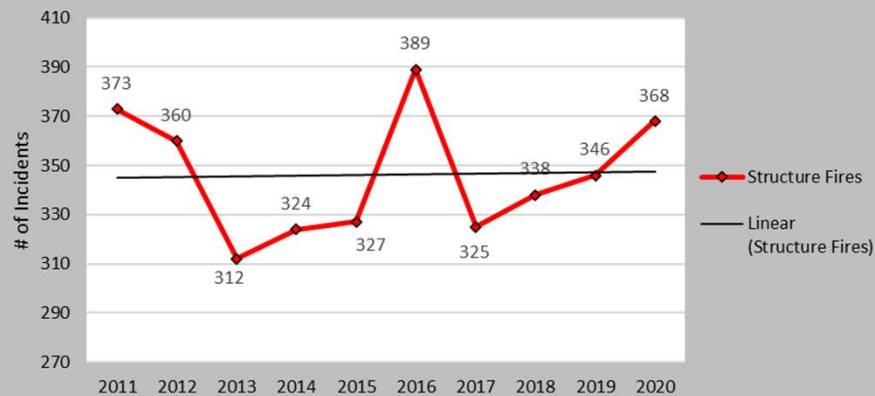
GRFD All Fire Incidents 2011-2020



GRFD Emergency Medical and Rescue Incidents 2011-2020

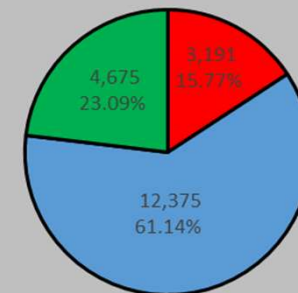


GRFD Structure Fire Incident 2011-2020



2020 Responder Hours

■ Fire ■ EMS ■ Other



RESPONSE TIMES (pages 56 & 57)

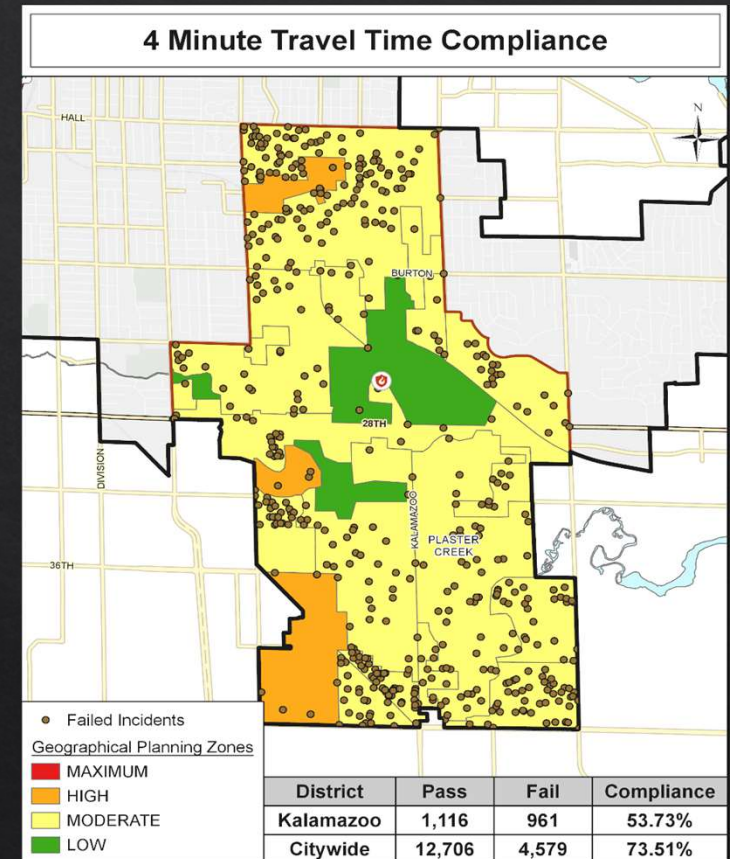
Benchmark	(Moderate) Fire Suppression - 90th Percentile Times - Baseline Performance			2016 - 2020	2020	2019	2018	2017	2016
0:01:30	Alarm Handling	Pick-up to Dispatch	Urban	0:01:46 1,274	0:01:38 267	0:01:40 253	0:01:50 270	0:01:45 217	0:02:08 267
0:01:30	Turnout Time	Turnout Time 1st Unit	Urban	0:01:55 8,560	0:02:03 1,893	0:01:57 1,760	0:01:47 1,717	0:01:46 1,365	0:01:57 1,825
0:04:00	Travel Time	Travel Time 1st Unit Distribution	Urban	0:04:19 1,263	0:03:58 266	0:04:17 250	0:04:14 267	0:04:31 216	0:04:35 264
0:08:00		Travel Time ERF Concentration	Urban	0:09:20 515	0:07:48 113	0:08:52 99	0:09:50 122	0:09:35 78	0:09:15 103
07:00	Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:06:54 1,263	0:06:30 266	0:06:55 250	0:06:52 267	0:06:40 216	0:07:21 264
11:00		Total Response Time ERF Concentration	Urban	0:12:09 515	0:10:31 113	0:11:43 99	0:12:42 122	0:11:46 78	0:12:59 103

Benchmark	(Low) EMS - 90th Percentile Times - Baseline Performance			2016 - 2020	2020	2019	2018	2017	2016
0:02:00	Alarm Handling	Pick-up to Dispatch	Urban	0:03:16 86,672	0:03:31 17,353	0:03:20 17,278	0:03:14 16,786	0:03:08 18,042	0:03:05 17,213
0:01:30	Turnout Time	Turnout Time 1st Unit	Urban	0:01:42 83,823	0:01:56 17,119	0:01:44 16,887	0:01:34 16,091	0:01:31 17,344	0:01:38 16,382
0:04:00	Travel Time	Travel Time 1st Unit Distribution	Urban	0:05:02 77,841	0:05:04 15,746	0:05:06 15,615	0:05:02 15,067	0:04:57 16,116	0:05:01 15,297
0:04:00		Travel Time ERF Concentration	Urban	0:05:02 77,822	0:05:04 15,746	0:05:06 15,609	0:05:02 15,062	0:04:57 16,111	0:05:01 15,294
0:07:30	Total Response Time	Total Response Time 1st Unit on Scene Distribution	Urban	0:08:39 77,841	0:09:03 15,746	0:08:45 15,615	0:08:30 15,067	0:08:21 16,116	0:08:31 15,297
0:07:30		Total Response Time ERF Concentration	Urban	0:08:39 77,822	0:09:03 15,746	0:08:45 15,609	0:08:30 15,062	0:08:21 16,111	0:08:31 15,294

90th percentile total response times for moderate risk fires have been improving over the last five years.
Alarm handling times for EMS calls have been increasing during the same time period.

PERFORMANCE GAP ANALYSIS (page 95)

- ❖ Kalamazoo district distribution fell to 56.57% and travel time compliance is 53.73%
 - Calls volume is concentrated at the southern and northern extremes of the district
- ❖ Effective response force coverage in outlying districts continues to trail the city wide average
- ❖ Chester reliability is 65.89%
 - This can be attributed to changes in the CAD street speed layer, which increased the likelihood of other apparatus responding into Chester's district.
- ❖ Kalamazoo Station continues to be the highest district for simultaneous calls, with a 10.26% rate for 2020
- ❖ Covell, Kalamazoo, LaGrave, and Leonard districts continue to increase in population and risk.



GRFD 2020 OUTCOMES

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MARCH 8TH

THE DAY THAT THE CUMULATIVE VALUE OF PROPERTY AND CONTENTS SAVED BY THE GRFD SURPASSED THE DEPARTMENT'S ANNUAL BUDGET EXPENDITURE.

FIRE INCIDENT DATA

FIRES AND FIRE ALARMS	2,154
FIRES EXTINGUISHED	666
PROPERTY SAVED RATE	96.90%
PROPERTY SAVED VALUE	\$197,935,000
PROPERTY LOSS RATE	3.10%
PROPERTY LOSS VALUE	\$6,334,301
CIVILIAN INJURIES	7
CIVILIAN DEATHS	9
FIREFIGHTER INJURIES	11
FIREFIGHTER DEATHS	0



THANK YOU!

